



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending September 30, 2012

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.35	0.32	0.22	0.30
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.22	0.21	0.20	0.21
E. Percent of Service Installations [730.540(a)]	98.05%	96.20%	96.18%	96.71%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	89.22% *	86.48% *	87.67% *	87.79% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	3.53	3.76	3.34	3.54
H. Percent Repeat Trouble Reports [730.545(c)]	10.60%	13.89%	12.47%	12.37%
I. Percent of Installation Trouble Reports [730.545(f)]	7.47%	9.74%	9.09%	8.88%
J. Missed Repair Appointments [730.545(h)]	131	181	193	168
K. Missed Installation Appointments [730.540(d)]	117	171	158	149

Comments



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